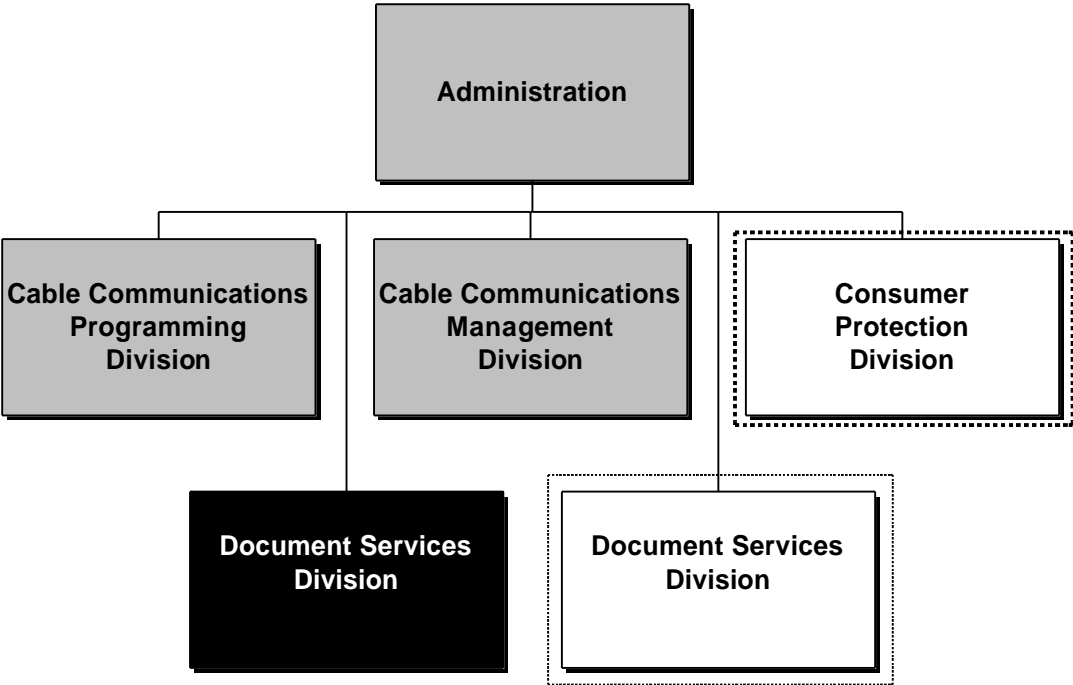


# DEPARTMENT OF CABLE COMMUNICATIONS AND CONSUMER PROTECTION

## FUND 504, DOCUMENT SERVICES DIVISION



**Document Services is in Legislative-Executive Functions/Central Services Program Area (General Fund)**



**Fund 504, Document Services Division**



**Fund 105, Cable Communications**



**Consumer Protection Division is in Public Safety Program Area (General Fund)**

\* The Chief Information Officer has responsibility for strategic direction and oversight of this agency; however, for budget purposes, this position and associated funding are reflected within the Department of Information Technology.

# FUND 504

## DOCUMENT SERVICES DIVISION

### *Agency Position Summary*

<b>Fund 001 (General Fund)</b>				
Public Safety	15	Regular Positions	15.0	Regular Staff Years
Legislative Executive	<u>29</u>	Regular Positions	<u>29.0</u>	Regular Staff Years
<b>Fund 001 Total</b>	44	Regular Positions	44.0	Regular Staff Years
<b>Fund 105</b>	39	<i>Regular Positions</i>	<i>39.0</i>	<i>Regular Staff Years</i>
<b>Fund 504</b>	<u>20</u>	<i>Regular Positions</i>	<u><i>20.0</i></u>	<i>Regular Staff Years</i>
	103	Total Positions	103.0	Total Staff Years

### *Position Detail Information*

#### Fund 001: General Fund (Public Safety)

##### CONSUMER PROTECTION DIVISION

1	Director, Consumer Services
1	Consumer Specialist III
1	Consumer Specialist II
7	Consumer Specialists I
2	Utilities Analysts
1	Management Analyst II
1	Administrative Assistant IV
1	Administrative Assistant II
15	Positions
15.0	Staff Years

#### Fund 001: General Fund (Legislative-Executive)

##### DOCUMENT SERVICES DIVISION

##### ADMINISTRATION

1	Director, Doc. Services
1	Accountant III
1	Accountant II
1	Comp. Sys. Analyst III
1	Administrative Assistant V
<u>2</u>	Administrative Assistants III
7	Positions
7.0	Staff Years

##### MAIL SERVICES/PUBLICATIONS

1	Chief, Mail Services
1	Administrative Assistant V
<u>15</u>	Administrative Assistants II
17	Positions
17.0	Staff Years

#### ARCHIVES AND RECORDS MANAGEMENT

1	County Archivist
1	Assistant Archivist
1	Archives Technician
2	Administrative Assistants II
5	Positions
5.0	Staff Years

#### Fund 105, Cable Communications \*

##### ADMINISTRATION

1	Director
<u>2</u>	Administrative Assistants IV
3	Positions
3.0	Staff Years

#### COMMUNICATIONS PRODUCTIONS DIVISION

1	Director, Programming
1	Engineer III
1	Engineer II
1	Instruc./Cable TV Spec.
5	Producers/Directors
1	Video Engineer
4	Assistant Producers
4	Media Technicians
<u>4</u>	Administrative Assistants II
22	Positions
22.0	Staff Years

#### COMMUNICATIONS POLICY AND REGULATORY DIVISION

1	Director, Regulatory Div.
2	Management Analysts III
1	Engineer III
1	Engineering Technician III
1	Communications Engineer
4	Senior Electrical Inspectors
1	Administrative Assistant III
1	Consumer Specialist I
1	Administrative Assistant II
<u>1</u>	Consumer Specialist III
14	Positions
14.0	Staff Years

#### Fund 504, Document Services Division \*\*

##### PRINTING AND DUPLICATING SERVICES

1	Printing Services Manager
2	Customer Service Specialists
2	Printing Shift Supervisors
8	Print Shop Operators II
1	Administrative Assistant III
5	Print Shop Operators I
<u>1</u>	Print Shop Helper
20	Positions
20.0	Staff Years

*\*Positions in italics are supported by Fund 105, Cable Communications.*

*\*\*Positions in italics are supported by Fund 504, Document Services Division.*

# FUND 504

## DOCUMENT SERVICES DIVISION

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### Agency Mission

To provide and coordinate printing, copier and duplicating, micrographic (microfilm and microfiche), mail, publication sales and distribution, and archives and records management services to County agencies as well as printing services to the Fairfax County Public School System.

Agency Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
Expenditures:					
Personnel Services	\$843,564	\$1,033,546	\$1,033,546	\$1,071,661	\$1,071,661
Operating Expenses	6,136,629	6,606,141	6,814,883	6,525,707	6,525,707
Capital Equipment	0	59,950	408,907	55,000	55,000
<b>Total Expenditures</b>	<b>\$6,980,193</b>	<b>\$7,699,637</b>	<b>\$8,257,336</b>	<b>\$7,652,368</b>	<b>\$7,652,368</b>

Summary by Cost Center					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Printing and Duplicating Services	\$6,721,897	\$7,407,907	\$7,965,606	\$7,360,638	\$7,360,638
Micrographic Services	258,296	291,730	291,730	291,730	291,730
<b>Total Expenditures</b>	<b>\$6,980,193</b>	<b>\$7,699,637</b>	<b>\$8,257,336</b>	<b>\$7,652,368</b>	<b>\$7,652,368</b>

### *Board of Supervisors' Adjustments*

*The following funding adjustments reflect all changes to the FY 2003 Advertised Budget Plan, as approved by the Board of Supervisors on April 29, 2002:*

- ◆ The Board of Supervisors made no changes to the FY 2003 Advertised Budget Plan.

*The following funding adjustments reflect all approved changes to the FY 2002 Revised Budget Plan from January 1, 2002 through April 22, 2002. Included are all adjustments made as part of the FY 2002 Third Quarter Review:*

- ◆ An increase of \$200,000 in Operating Expenses is primarily due to an increase of \$345,000 for the upgrade of three printers in the Print Shop to meet printing requirements and reduce the turnaround time for County customers. The increase is funded by an appropriation from the equipment replacement reserve and offset by a decrease of \$145,000 in the County's Copier Program as part of the \$24.2 million Reductions to County Agencies and Funds approved by the Board of Supervisors. As a result, the Transfer In is reduced by \$145,000 from \$2,900,000 to \$2,755,000.

# **FUND 504**

## **DOCUMENT SERVICES DIVISION**

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### ***County Executive Proposed FY 2003 Advertised Budget Plan***

#### **Purpose**

The Document Services Division provides printing, copier and duplicating, and micrographics (microfilm and microfiche) services to County agencies, as well as printing services to the Fairfax County Public Schools. All direct labor and material costs associated with services, as well as an equipment replacement reserve fee are recovered from customer agencies.

This Division is responsible for managing the County's Copier Program which provides full copier service to all County agencies. In FY 2001, the Division began replacing outdated copy machines with state-of-the-art, digital, multi-function devices (DMFD) through an operating lease. These devices are capable of copying, printing, faxing, and scanning.

The Document Services Division will continue to provide microfilming services to County agencies based on retention schedules developed by the County Archivist in compliance with State mandates. The Archives and Records Management Cost Center in the Department of Cable Communications and Consumer Protection will be responsible for contract monitoring and oversight of the program. Microfilming historical documents continues to be beneficial in minimizing space required to store public records in compliance with State regulations.

#### **Key Accomplishments**

- ◆ Successfully coordinated a program in conjunction with Fairfax County Public School System to replace all analog copy machines in the County and Schools with digital, multi-function devices. These devices have state-of-the-art technology capable of copying, printing, faxing, and scanning.
- ◆ Increased the number of jobs electronically submitted to the County Printing Center, as well as printed via digital technology by 27 percent in order to decrease the turn-around time of jobs for customers. A total of 25.5 percent of all digital print jobs in FY 2001 were submitted electronically.
- ◆ Upgraded digital equipment in the County Printing Center to increase productivity and reduced operating costs.
- ◆ Increased the speed of printing booklets in-house by 33 percent and reduced the number of print jobs outsourced to reduce the production cost.

#### **FY 2003 Initiatives**

- ◆ Continue the implementation of the network programs for the digital, multi-function devices (DMFD).
- ◆ Utilize job-based accounting to enable the Document Services Division to track prints, scans, faxes, and copies made on the DMFDs. This will allow the agency to better manage resources and take steps to reduce the overall costs associated with this program.
- ◆ Continue the networking programs, digital submission of print jobs, and print on-demand technology in the County Printing Center.
- ◆ Explore the use of other software solutions to enable streamlining of current work processes to significantly improve County and Schools asset management.

# FUND 504

## DOCUMENT SERVICES DIVISION

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### Performance Measurement Results

In FY 2001, the offset printing volume produced by the Printing Shop increased by approximately 100,000 pages. Digital color pages produced in FY 2001 increased by 360,176 pages or 175.8 percent from FY 2000. The agency has been able to meet 95 percent of all printing jobs while office copies increased 22 percent to 65.5 million pages. A total of 249 micrographic jobs were produced in FY 2001, which is approximately the same number of jobs produced in FY 2000.

### Funding Adjustments

*The following funding adjustments from the FY 2002 Revised Budget Plan are necessary to support the FY 2003 program:*

- ◆ An increase of \$38,115 in Personnel Services associated with salary adjustments necessary to support the County's compensation program.
- ◆ A net decrease of \$89,176 in Operating Expenses is primarily due to the FY 2003 estimate for contractual services within the Printing and Duplication Services Division.
- ◆ Capital Equipment includes \$55,000 for replacement equipment. A new paper cutter will reduce the print shop's production backlog and increase production speed by 33 percent. Funding for this replacement equipment is available from the Equipment Replacement Reserve.

*The following funding adjustments reflect all approved changes in the FY 2002 Revised Budget Plan since passage of the FY 2002 Adopted Budget Plan. Included are all adjustments made as part of the FY 2001 Carryover Review and all other approved changes through December 31, 2001:*

- ◆ As part of the FY 2001 Carryover Review, a net increase of \$357,699 includes \$338,957 in encumbered carryover, and \$18,742 in unencumbered carryover representing the agency's portion of unexpended savings from the FY 2001 Close Management Initiative (CMI) Program. Of this total, \$8,742 was in Operating Expenses and \$348,957 was in Capital Equipment.



## Printing and Duplicating Services

### Goal

To provide printing and duplicating services to all County agencies and the Fairfax County Public Schools in order to fulfill their informational and educational objectives with printed material.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	20/ 20	20/ 20	20/ 20	20/ 20	20/ 20
<b>Total Expenditures</b>	<b>\$6,721,897</b>	<b>\$7,407,907</b>	<b>\$7,965,606</b>	<b>\$7,360,638</b>	<b>\$7,360,638</b>

### Objectives

- ◆ To improve the percent of printed jobs delivered according to the scheduled delivery date from at least 95 percent to at least 97 percent.
- ◆ To provide an efficient cost per copy by managing the Copier Program to achieve no cost increases, while maintaining customer satisfaction at 85 percent.

# FUND 504

## DOCUMENT SERVICES DIVISION

### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Output:</b>					
Total offset, xerographic, and bindery jobs received	8,300	8,927	9,100 / 8,163	9,300	9,300
Office copies made (in millions)	62.6	53.7	85.0 / 65.5	85.0	89.0
Pages produced – Offset Services (in millions)	38.0	46.9	49.0 / 47.0	51.4	51.4
Pages produced – Digital Print (in millions)	32.0	34.4	38.0 / 37.0	39.9	42.9
Pages produced – Digital Color	240,000	204,824	310,000 / 565,000	720,000	720,000
<b>Efficiency:</b>					
Cost per page produced					
▪ Offset Services	\$0.025	\$0.022	\$0.026 / \$0.025	\$0.026	\$0.026
▪ Digital Printing	\$0.025	\$0.025	\$0.024 / \$0.025	\$0.023	\$0.023
▪ Digital Color <sup>1</sup>	\$0.75	\$0.39	\$0.30 / \$0.28	\$0.24	\$0.24
Cost per office copy <sup>2</sup>	\$0.027	\$0.029	\$0.039 / \$0.039	\$0.039	\$0.039
Client charge per office copy	\$0.0300	\$0.0300	≤ \$0.0400 / \$0.0300	≤ \$0.0400	≤ \$0.0400
<b>Service Quality:</b>					
Percent of Print Shop clients rating timeliness and dependability of service as satisfactory <sup>3</sup>	NA	NA	95% / NA	95%	95%
Percent of office copier clients satisfied with services <sup>3</sup>	NA	NA	80% / NA	85%	85%
<b>Outcome:</b>					
Percent of Print Shop jobs meeting deadlines	95%	95%	≥ 95% / 95%	≥ 95%	≥ 97%
Percent change in cost per copy	(3.85%)	16.00%	34.50% / 34.50%	0.00%	0.00%

<sup>1</sup> The agency revised the methodology for calculating this indicator to better reflect direct costs associated with digital color copies in FY 2000.

<sup>2</sup> In FY 2001, agency staff began measuring more copier functions than in previous years, given the multiple features available on the new digital copier machines versus the old analog copier machines (e.g., copying, printing, scanning, faxing, etc.).

<sup>3</sup> The customer survey was delayed until FY 2002, therefore the data provided is an estimate. Greater accuracy with gauging customer satisfaction is anticipated.

# FUND 504

## DOCUMENT SERVICES DIVISION



### Micrographic Services

#### Goal

To administer the County's micrographic (microfilm and microfiche) contract services for required County agencies in accordance with State statutes and to ensure that the contractor meets the needs of each user in a timely manner at the lowest possible cost.

Cost Center Summary					
Category	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
Authorized Positions/Staff Years					
Regular	0/ 0	0/ 0	0/ 0	0/ 0	0/ 0
<b>Total Expenditures</b>	<b>\$258,296</b>	<b>\$291,730</b>	<b>\$291,730</b>	<b>\$291,730</b>	<b>\$291,730</b>

#### Objectives

- ♦ To ensure compliance with contractual requirements reflecting job cost and 100 percent scheduled completion time frames.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate/Actual	FY 2002	FY 2003
<b>Output:</b>					
Jobs completed	102	250	180 / 249	200	200
Jobs returned to customers within scheduled time frame	102	250	180 / 249	200	200
<b>Efficiency:</b>					
Cost per job	\$2,015	\$1,344	\$1,621 / \$1,037	\$1,459	\$1,459
<b>Service Quality:</b>					
Accuracy of jobs returned to customers within scheduled timeframe	100%	100%	100% / 100%	100%	100%
<b>Outcome:</b>					
Percent jobs completed within scheduled time frame	100%	100%	100% / 100%	100%	100%

# FUND 504

## DOCUMENT SERVICES DIVISION

### FUND STATEMENT

Fund Type G50, Internal Service Funds

Fund 504, Document Services Division

	FY 2001 Actual	FY 2002 Adopted Budget Plan	FY 2002 Revised Budget Plan	FY 2003 Advertised Budget Plan	FY 2003 Adopted Budget Plan
<b>Beginning Balance</b>	<b>\$1,211,322</b>	<b>\$622,687</b>	<b>\$1,774,419</b>	<b>\$1,349,569</b>	<b>\$1,004,569</b>
Revenue:					
County Receipts	\$2,465,567	\$2,029,212	\$2,029,212	\$2,598,027	\$2,598,027
School Receipts	2,118,477	2,562,277	2,562,277	2,307,733	2,307,733
Equipment Replacement Reserve	59,246	140,997	140,997	74,774	74,774
<b>Total Revenue</b>	<b>\$4,643,290</b>	<b>\$4,732,486</b>	<b>\$4,732,486</b>	<b>\$4,980,534</b>	<b>\$4,980,534</b>
Transfer In:					
General Fund (001) <sup>1</sup>	\$2,900,000	\$2,900,000	\$2,755,000	\$1,900,000	\$1,900,000
<b>Total Transfer In</b>	<b>\$2,900,000</b>	<b>\$2,900,000</b>	<b>\$2,755,000</b>	<b>\$1,900,000</b>	<b>\$1,900,000</b>
<b>Total Available</b>	<b>\$8,754,612</b>	<b>\$8,255,173</b>	<b>\$9,261,905</b>	<b>\$8,230,103</b>	<b>\$7,885,103</b>
Expenditures:					
Personnel Services	\$843,564	\$1,033,546	\$1,033,546	\$1,071,661	\$1,071,661
Operating Expenses	6,136,629	6,606,141	6,814,883	6,525,707	6,525,707
Capital Equipment	0	59,950	408,907	55,000	55,000
<b>Total Expenditures</b>	<b>\$6,980,193</b>	<b>\$7,699,637</b>	<b>\$8,257,336</b>	<b>\$7,652,368</b>	<b>\$7,652,368</b>
<b>Total Disbursements</b>	<b>\$6,980,193</b>	<b>\$7,699,637</b>	<b>\$8,257,336</b>	<b>\$7,652,368</b>	<b>\$7,652,368</b>
<b>Ending Balance</b>	<b>\$1,774,419</b>	<b>\$555,536</b>	<b>\$1,004,569</b>	<b>\$577,735</b>	<b>\$232,735</b>
Replacement Equipment Reserve <sup>2</sup>	\$596,242	\$550,136	\$205,136	\$569,935	\$224,935
PC Replacement Reserve <sup>3</sup>	12,600	5,400	5,400	7,800	7,800
<b>Unreserved Ending Balance</b>	<b>\$1,165,577</b>	<b>\$0</b>	<b>\$794,033</b>	<b>\$0</b>	<b>\$0</b>

<sup>1</sup> The General Fund Transfer In supports a 5 year equipment lease in the County's Copier Program. In FY 2003, the third year of the lease, partial program support is provided by available unreserved fund balance.

<sup>2</sup> The Replacement Equipment Reserve provides for the scheduled replacement of equipment for the activities supported by this fund.

<sup>3</sup> The PC Replacement Reserve provides for the timely replacement of computer equipment for the activities in this fund.